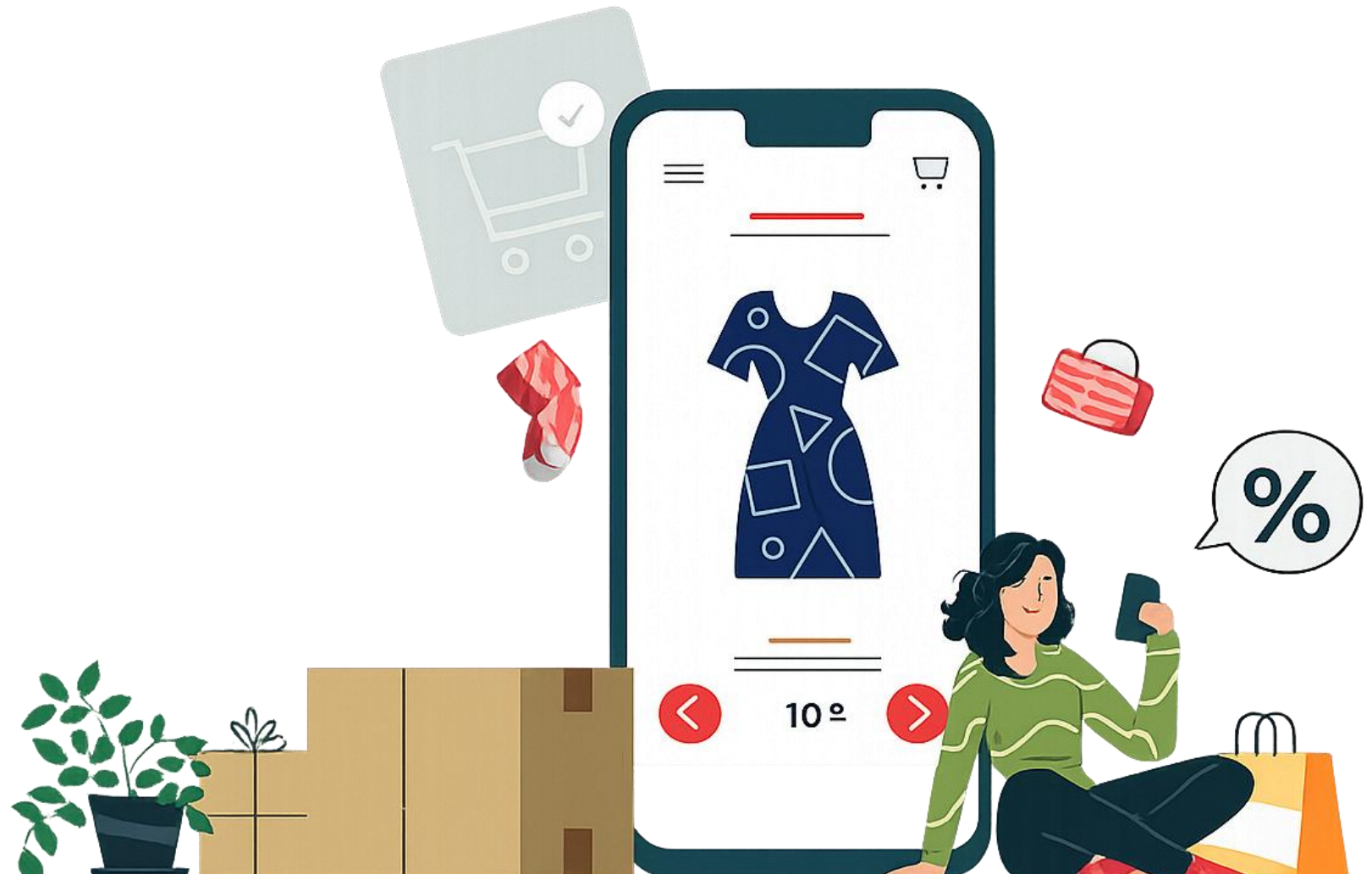


Customer Guide

How to Create a Return or Exchange Request



Steps to Create Return

1. Go to **Returns** and select **Request New Return** to view all eligible items.

NAMSHI
English | العربية

Share & Earn Credits

Refer a friend and win credits when they shop on Namshi.

[Learn More](#)


- My Orders >
- 1** Returns >
- Exchanges >
- Wallet >
- My Coupons >
- Delivery Addresses >
- Payment Cards >
- User Profile >
- Reviews >

We Don't See Any Recent Returns

Need to submit a request? Just click on the button below!

REQUEST NEW RETURN

- All eligible items will be displayed. Select the item(s) you wish to return.
- Click **Continue** to proceed.



ش.ع.
20%

شهد عبدالله

*****h44@gmail.com


Complete for a personalized experience.

➔

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[Learn More](#)



My Orders

➔

Returns

➔

Exchanges

➔

Wallet

➔

My Coupons

➔

Delivery Addresses

➔

Payment Cards

➔

← **Select an item**

[Create An Exchange Instead](#)

✕ 1 SELECTED

View our Return Policy [here](#)

3

CONTINUE

2



Khizana
Embroidered Jalabiya

Size
M

₹ 247

ITEM ID NMSA0VQFAC3OX5-1
Delivered on 2026-02-18

ELIGIBLE FOR RETURN UNTIL 17 AUGUST 2026

○



Styli
Styli Embroidered Lace Trim V Neck Jalabiya

Size
S

₹ 124

ITEM ID NMSA0VQFAC3OX5-2
Delivered on 2026-02-18

ELIGIBLE FOR RETURN UNTIL 17 AUGUST 2026

4. To confirm the displayed address for pickup, click **Select Address**.
5. To modify the address, click **Edit**.
6. To add a new pickup address, click **Add New Address**.


The screenshot displays the 'ADDRESSES' modal in the Namshi app. The modal is titled 'ADDRESSES' and features a close button (X) in the top right corner. It contains the following elements:

- Add New Address:** A button with a plus sign and a right arrow, highlighted with a green box and the number 6.
- SELECTED ADDRESS:** A section containing a home icon, the name 'شهد عبدالله', and the address details: '2622 - - 253 البديع والقرفي - اغراض شخصيه, GNSA2622 - 7247 - 84749 - منطقة جازان - ابو عريش - البديع والقرفي - Gizan'. Below the address is a green checkmark and the phone number '*****548'. This section is highlighted with a green box and the number 4.
- EDIT:** A button with a pencil icon and the text 'EDIT', highlighted with a green box and the number 5.


The background shows the user profile for 'شهد عبدالله' with a 20% discount badge and a 'Share & Earn Credits' section. A 'PICKUP ADDRESS' section is also visible in the background with a 'Choose Address' link.

- Select the reason for returning the item.
- Click **Submit Return** to complete your request.

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Refer a friend and win credits when they shop on Namshi.
[Learn More](#)



SELECTED (1 ITEM) [View our Return Policy here](#)



Khizana
Embroidered Jalabiya

Size
M E 247

What is the reason for returning this item?

Select reason **7** ^

- Testing
- Size doesn't fit (too small)
- Size doesn't fit (too big)
- Changed my mind
- Item not as described
- Unsatisfactory quality
- Item was damaged
- Returned to Logistics Provider
- Filed By RMS
- Wrong item delivered
- Others

8

SUBMIT RETURN

شهد عبدالله

2622 - اغراض شخصية, GNSA2622 -
البيديع والقرفي 253 - البيديع والقرفي - ابو
عريش - منطقة جازان - 84749 - 7247
Gizan

*****548

My Orders >

Returns >

Exchanges >

Wallet >

My Coupons >

Delivery Addresses >

Payment Cards >

User Profile >

Reviews >

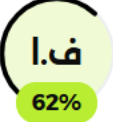

Notifications >

Help Center >

Log Out

Steps to Create Exchange

1. Go to **Exchanges** and select **Request New Exchange** to view all eligible items.


فاطمه الصالح 
 *****vib@gmail.com
 Complete for a personalized experience.

My Orders >

Returns >

1 Exchanges >

Wallet >

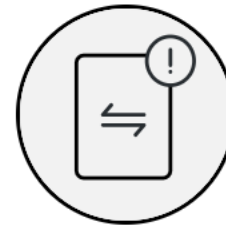
My Coupons >

Delivery Addresses >

Exchanges

Viewing 1 - 0 of 0

REQUEST NEW EXCHANGE




We Don't See Any Exchanges Requested

Need to submit a request? Just click on the button below!

REQUEST NEW EXCHANGE

- All eligible exchange items will be displayed.
- Click **Exchange This Item** for the item you wish to exchange.



ش.ع
20%

شهد عبدالله

*****h44@gmail.com


Complete for a personalized experience.

↗

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[Learn More](#)



My Orders
>

Returns
>

Exchanges
>

Wallet
>

My Coupons
>

Delivery Addresses
>

Payment Cards
>

← Exchangeable Items

2 Need an item in a different size? Request an exchange here



Khizana
Embroidered Jalabiya

Order
NMSA0VQFAC3OX5
SIZE: M

3

EXCHANGE THIS ITEM



Styli
Styli Embroidered Lace Trim V Neck Jalabiya

Order
NMSA0VQFAC3OX5
SIZE: S

NO SIZES AVAILABLE



Namshi x
Embellished Strappy Evening Dress

EXCHANGE THIS ITEM

Exchange Item



Khizana

Embroidered Jalabiya

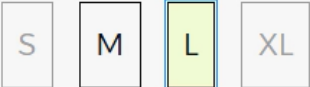
Order

NMSA0VQFAC3OX5

SIZE: M

4

Exchange with size



Pickup Address

[Change](#)



شهد عبدالله

البديع والقرفي 253 - البديع والقرفي - ابو عريش - GNSA2622 - اغراض شخصيه, 2622
7247 - 84749 - منطقة جازان - , Gizan

*****548

5

SUBMIT EXCHANGE REQUEST

4. Choose the size you wish to exchange for.
5. Click **Submit Exchange Request** to complete the process.

Thank You!
